
ICC Natural Gas Pipeline Safety Policy Meeting

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Natural Gas Pipeline Safety

AIC Commitment and Focus on Gas Pipeline Safety

Natural Gas Safety - Public Awareness Campaigns – Customer/General Public Outreach

Communication with Emergency Responders and Public Officials



AIC Commitment and Focus on Gas Pipeline Safety

- **Transmission Integrity Management Program (TIMP)**
 - Required Implementation by December 2004
 - Ameren Illinois is in year 2 of reassessment in the 7 year direct assessment cycle
- **Distribution Integrity Management Program (DIMP)**
 - Final Rule published in December 2009 with implementation by August 2011
 - Risk based evaluation of threats to the gas distribution system
- **Gas Qualifying Infrastructure Plant (QIP) Investment**
 - Senate Bill 2266, Effective July 2013
 - Regulatory framework to support acceleration of investments to improve the safety of gas systems
 - Major focus for Ameren Illinois on replacement of Transmission pipelines and of Distribution coupled steel mains and services

AIC Commitment and Focus on Gas Pipeline Safety

- **Quality Assurance Program**
 - Observation of field work performance and records to ensure compliance with procedures
- **Training and Operator Qualification Programs**
 - Increasing training and testing frequency related to Leak Management
- **Leak Management Initiative**
 - Analysis of leak repair prioritization strategies and enhanced leak response
- **Damage Prevention – Watch and Protect**
 - Monitoring excavations near Transmission pipelines, High Pressure Distribution mains over 100 PSIG, all mains 8 inches diameter and larger
- **Gas Compliance IT Infrastructure Upgrade**
 - Major redesign of Gas Compliance tracking system with mobile data collection

AIC Commitment and Focus on Gas Pipeline Safety

- **Industry Collaboration and Best Practices**
 - Ameren Illinois actively participates on numerous AGA committees as well as in the Best Practices roundtable programs
- **Public Awareness and Education**
 - Additional Staff in 2014
 - Gas Communications Team



Public Awareness

Originating Sources of Gas Safety Communications

Code of Federal Regulations - (49 CFR 192)

- Public Awareness Program
- Damage Prevention Program
- Excess Flow Valve
- Buried Customer Piping



Other Sources and Types of Natural Gas Communications

Safety Advisory Bulletins

- Illinois Commerce Commission
- Pipeline and Hazardous Materials Safety Administration (PHMSA)
- Associated Electric and Gas Insurance Services (AEGIS)



Stakeholders

Public Awareness

Affected Public
Customers

Targeted Awareness

Emergency Officials
Excavators/Contractors
Plumbers & Sewer Contractors
Field Tiling Contractors
One-Call Centers
Transmission Pipeline Corridor



General Messaging for Public Awareness

Pipeline Purpose and reliability

Call Before You Dig

Awareness of hazards &
prevention measure

Emergency Preparedness
Communication

Leak recognition & response

Notification of National Mapping
System

Potential Hazards

How to get additional information

Pipeline Markers

Damage Prevention awareness



Public Awareness Campaigns

Customers and Affected Public

Transmission bi-annual mailing

Natural Gas Safety all-in-one mailing

Year-round messaging

- Facts on Energy
- Bill inserts and Bill messages
- Envelope messages

New Customers

Newspaper advertising

Community Events

Children & Schools

Kids Act on Energy website

Kids Act on Energy annual fall safety mailing & materials

National Energy Foundation mailing

Year-round safety presentations

Videos

Mascot - Sniffy



Communication Channels

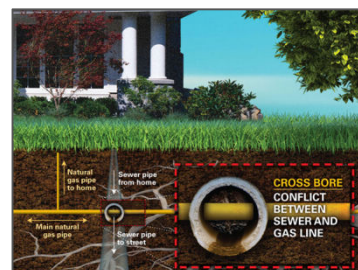
Multi-faceted Communication Channels

- Monthly customer newsletter
- Bill inserts
- Bill messages
- Bill Envelope
- Brochures included in bills
- Presentations
- Newspaper advertising
- Social Media
- Earned Media
- Community Events
- Conferences & Breakfasts
- Direct Mail
- Websites
- Face to Face




Customer Advisories

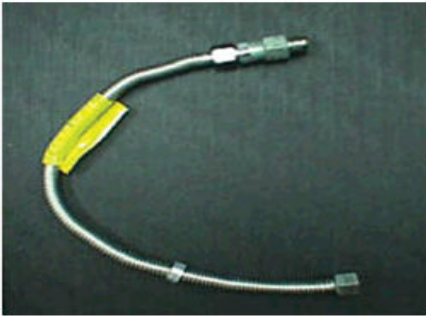
- Flared Gas Fittings
- Corrugated Stainless Steel Tubing (CSST)
- Flexible Gas Connectors
- Keep Gas Meters and vents clear
- Plug open Gas lines
- Customer-owned Buried Gas lines
- Gas lines through sewer lines




Innovative Outreach Media and Messaging


 **Ameren Illinois**
February 28


Replace any brass gas connectors! Manufacturers stopped making flexible gas connectors made of uncoated brass nearly 40 years ago. If you have an older home you could still be using them. Contact a plumbing or heating professional to replace them immediately.



Like · Comment · Share 1


 Write a comment...


 **Arktita Rice** Why?
Like · Reply · March 2 at 6:41pm

 **Ameren Illinois** Some older connectors have a serious flaw that could put your home at risk of fire or explosion. AGA-certified plastic-coated brass or stainless steel connectors (like in the picture) are safer choices for connecting gas appliances.
Like · March 3 at 8:51am



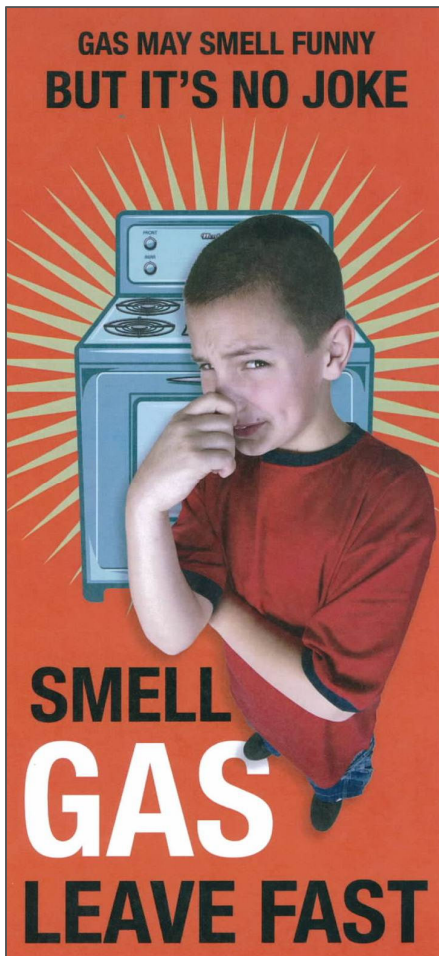
Retweeted by Ameren Illinois

 **David Ade** @DavidAdeCBS58 · Mar 17
Champaign Fire is encouraging people to avoid Oak/Hazelwood to First/Gerty area while Ameren works to repair damaged gas line. @WICD
Expand Reply Retweeted Favorite More

 **Ameren Illinois** @AmerenIllinois · Mar 17
#Champaign: Contractor working on a traffic light (First Street) dug into our gas main. Gas service is shut off in area to make repairs.
Expand Reply Delete Favorite More




**GAS MAY SMELL FUNNY
BUT IT'S NO JOKE**



**SMELL
GAS
LEAVE FAST**

Samples of Safety Announcements to Customers



**Don't Stall
Make the Call**

Natural Gas Accidents
Did you know that 4 out of 5 natural gas accidents could have been prevented if a call was made when the gas odor was first noticed? If you detect an odor of gas at your home, a neighbor's home, or while walking the dog, call Ameren Illinois 24 hours a day, 7 days a week. There will be no cost to you.

Call 1.800.755.5000

Don't Wait —
It Might be Too Late

811 Know what's below. Call before you dig. | **Ameren ILLINOIS**



Gas may smell funny, but it's no joke.
Smell Gas Leave Fast!

Ameren ILLINOIS **ActOnEnergy®**

**How to Identify
a Possible Natural
Gas Leak**

Ameren ILLINOIS
811
Know what's below.
Call before you dig.

Hear
If you hear a hissing or a roar, it could be a natural gas leak.

Smell
Natural gas has a distinct smell similar to a "rotten egg" smell. We add that stink to our system to keep you safe, so please call if you smell a leak.

See
If you see an unusual area of dead vegetation, blowing dirt, or bubbling water, it could be a natural gas leak.

SMELL GAS? LEAVE FAST! Then Call Us at 1.800.755.5000. We Respond 24/7



FACTS ON ENERGY

Insights from Ameren Illinois

Keep gas meters clear

Snow makes for a lovely landscape, but it can lead to problems for your natural gas service. To operate properly, air needs to circulate freely around the equipment that brings natural gas into your home. If snow has accumulated on the meter, use a broom to gently sweep it off. Remove any icicles hanging above your meter, too.



Call **JULIE** Before You Dig **811**

@AmerenIllinois



AmerenIllinois.com

Inspect & repair customer-owned gas lines

Ameren Illinois owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried gas piping that runs from the meter to gas-burning appliances located away from the house, such as a gas pool heater or a permanently installed gas grill. **This piping belongs to the property owner, and Ameren Illinois does not maintain it.**



SMELL GAS? LEAVE FAST!

That distinctive "rotten egg" odor makes it easy to sniff out a gas leak. And there are other signs of a gas leak, too. For example, a hissing or roaring sound or an unusual area of dead vegetation, blowing dirt, or bubbling water can all indicate a gas leak.

If you suspect a gas leak, leave the premises immediately, taking pets too. On your way out of the building, do not use light switches, cell phones or any electrical device that could generate a spark.

Call Ameren Illinois at 1.800.755.5000 to report the suspected leak. We respond to gas leak calls 24 hours a day, seven days a week—and we never charge for this service.



Without the proper care, **240°** everyday activities like cooking and bathing can lead to serious scalding burns. It only takes seconds for too-hot tap water to cause serious injury, and young children and the elderly are at greatest risk.

you can avoid property damage and injury while digging. This service is free, and the call is required by law.



Farmers, if you're thinking about installing field tiles in the coming months, be sure to call JULIE first. Don't assume you know where underground utilities are located on your land. Plant the seeds of safety – call JULIE at 811 before you dig!

GIVE BRASS CONNECTORS THE BOOT

If your house was constructed before 1980, you could have a brass connector—and it could be putting your home at risk.

Flexible brass gas connectors are corrugated metal tubes that connect gas appliances to gas supply pipes. Some older connectors have a serious flaw that allows end connections to separate from the connector. The older these connectors get, the greater the possibility of a gas leak, fire or explosion.



Community Outreach -- Smell Gas? Leave Fast!



Electricity & Natural Gas: Focus and Act On Safety



Focus: Recognize and Respond to Gas Leaks
Outdoor natural gas pipeline leaks are rare but they can be deadly. A leak can be identified by the smell of rotten eggs or sulfur; a hissing or roaring sound; dirt blowing or spraying into the air; continual bubbling in water like a pond; and plants or grass that are dead or dying for no apparent reason.

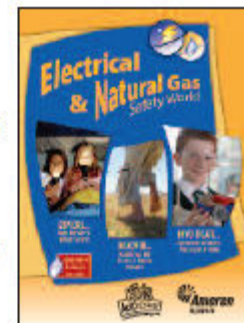


Act: If you suspect a gas leak, get everyone far away from the area immediately and don't go back until safety officials say it's safe. Ask a trusted adult to report the leak to 911 and the local gas utility. Never use a light switch, flashlight, cell phone, match, radio or a garage door opener—even the tiniest spark could cause the gas to ignite.

Electrical & Natural Gas Safety World

Grades 4-6

This engaging activity book helps teach mandated science concepts while reinforcing electrical and gas safety messages. Covers circuits, conductors and insulators, states of matter, energy resources, indoor and outdoor safety, and electric and gas emergency response procedures.



Order Your FREE Classroom Resources from Ameren Illinois

Name: _____

Role (i.e., teacher, principal, librarian): _____

School Name: _____

Is this a homeschool? ☐ Yes ☐ No

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Which subject(s) do you teach? _____

Which grade(s) are you ordering for? _____

How many teachers will be using these materials? _____

Comments: _____

I am interested in a free safety demonstration. Please contact me. ☐

Video Resources

Electrical & Natural Gas Safety World Video

GRADES 3-7

This entertaining educational video stars talented child actors. Live action, animation, and clever dialogue will keep your students glued to the screen as they learn how to stay safe. Seven episodes cover electricity basics, conductors and insulators, indoor safety, outdoor safety, fallen power lines, natural gas basics, and gas pipeline safety. View them with your class and use our teacher's guide and student study sheets for a more comprehensive classroom lesson.



Fun and innovative outreach



Farm Progress Wheel of Misfortune
September 2013



Gas Safety Classroom Presentation
April 2014





FOCUSED ENERGY. For life.